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Universal Orlando Resort™ Team Member Newsletter
June 12-25, 2017

INSIDE THIS ISSUE

Coming to **Halloween Horror Nights 2017**

The Summer Showdown is Now Underway

Pick Up Your Copy of ***Universal Insider: Our Third Park Rises***

Healthy Week is June 12 - 16

It's All About the Movies and YOU this Summer as UOTMS Presents:

A Cinematic Summer!

From Romance to Adventure to Comedy and more, you're invited to take a cinematic journey with Universal Orlando's Team Member Services team in appreciation of all that you do.

"Our Team Members help bring some of the best movies of our time to life every day in our parks and that inspired us to bring you a unique, cinematic-themed program of events this summer," says Bethany Graham, Supervisor, Team Member Services. "We've got nearly every movie genre covered with big screen-inspired events, a special themed Party Patrol, and so much more. Plus, for the first time ever, we're inviting Team Members to vote on their favorite things at UO - we'll be sharing the results at an awesome end-of-summer award ceremony. Be on the lookout for us all summer long - we can't wait to see you!"

Check out page 7 for details and a lineup of events and activities *all summer long!*

UOTMS PRESENTS CINEMATIC SUMMER
UNIVERSAL ORLANDO RESORT

UNIVERSAL ORLANDO RESORT

PRODUCED BY UNIVERSAL ORLANDO RESORT™ TEAM MEMBER COMMUNICATIONS

What's New

NEW FOR HHN

Exciting Changes Coming to This Year's Halloween Horror Nights™ for Team Members and their Guests

As our resort continues to grow – along with our Team Member population – we are making a few changes to this year's event for the way Team Members and their invited guests will experience Halloween Horror Nights for the first time.

Team Member Preview Becomes an Exclusive Event

The HHN "Advance Screaming" has been a popular tradition for years – but the core intent of the event has always been to assist our Entertainment and Operations teams in testing the mazes, scare zones, and show elements before the event opens to the public.

To help ensure an unforgettable experience for our guests, this year's Team Member Preview will return to its roots as a technical rehearsal exclusively reserved for destination Team Members (UO Team Members, Loews On-Site Hotel Team Members, and select Third-Party team members). Team Members will get to see all aspects of the Nation's Best Halloween Event before anyone else!

You Can Now Invite a Guest to One of Seven Event Nights

For the first time ever, UO Team Members will be able to bring a guest to a Halloween Horror Nights event night for free!

Team Members will have the option to convert one of their quarterly comp passes to a Halloween Horror Nights ticket, valid on one of the following seven nights:

Sunday, September 17
Thursday, September 21
Sunday, September 24
Wednesday, October 4
Monday, October 30
Friday, November 3
Saturday, November 4

This change no longer limits the fun to a single date - it gives you and your guest greater flexibility to enjoy the event on your schedule. If you don't use the ticket, it goes back in your regular quarterly comp pass bank – and as always, Team Members will be able to purchase discounted tickets for up to six guests over the course of the event.

More details about Halloween Horror Nights will be released as the event approaches.

Stay tuned to **UOTeam.com** for updates on the Team Member experience and event tickets!

Universal Orlando™
HALLOWEEN HORROR NIGHTS™ 27
SELECT NIGHTS • SEPT 15 – NOV 4, 2017

Coming to Halloween Horror Nights™ 27

For the first time ever, the psychological horror film, ***The Shining,*** will bring unspeakable terror to "Halloween Horror Nights" in terrifying new mazes opening at Universal Orlando Resort™ and Universal Studios Hollywood™, beginning this September.

The twisted minds behind the nation's best, most intense Halloween events will bring every gruesome moment and paranormal haunting that fans have seen in the film to life in original, disturbingly authentic mazes.

"The Shining" maze at Universal Studios' Halloween Horror Nights will provide guests with a unique opportunity to relive some of the film's most iconic, and sinister, moments. While venturing through the eerie Overlook Hotel, guests will be thrust into the hotel's tragic history of murder and madness, bearing witness to caretaker Jack Torrance's spiraling descent into insanity. Nightmarish visions will come to life in this macabre maze, overwhelming guests with the "shine" of the murderous, ghostly entities that lurk around every turn – all while trying to escape the wrath of Jack Torrance as he violently succumbs to the hotel's paranormal forces.

The Shining has been regarded as "a masterpiece of modern horror" by critics and fans alike. Directed by Stanley Kubrick, the film's enormous influence on pop culture has been captured throughout a multitude of films, television shows, music and more since its disturbing debut in 1980.

Tickets on on Sale Now to Halloween Horror Nights 2017

Guests can now take advantage of dozens of new 2017 offers from special Florida resident vacation packages to Halloween Horror Nights Flex Tickets - giving them more flexibility to plan their visit. Returning to Universal Studios Florida for a record-breaking 34 select nights from September 15 – November 4, the nation's premier Halloween event will feature:

- Nine new immersive and bone-chilling haunted houses based on everything from iconic horror films and popular TV shows to disturbing original stories that will place guests in their own personal nightmare
- Five elaborately-themed scarezones where hundreds of menacing scareactors will stalk guests' every move
- Two captivating and entertaining live shows
- Access to Universal Studios Florida's most exhilarating rides and attractions

With the variety of Halloween Horror Nights 2017 ticket offers and vacation packages that are available, guests are able to choose the best way for them to experience the extreme Halloween entertainment that can only be found at Halloween Horror Nights. New offers include:

- Halloween Horror Nights Sunday – Friday Flex Ticket ($77.99 per adult + tax) and Halloween Horror Nights Sunday – Saturday Flex Ticket (85.99 per adult + tax)
- Coca-Cola® Promotion: On select nights, guests can save up to $50 with a UPC code from any can of Coca-Cola® products when they buy in advance.
- Florida Resident Vacation Packages: Starting at $225 per adult, per night, tax inclusive at Universal's Cabana Bay Beach Resort

More information about Halloween Horror Nights 2017 will be revealed soon. For more information, visit **www.HalloweenHorrorNights.com/Orlando.**

Despicable Me 3 Comes to USF

Universal Orlando Resort™ is now featuring scenes and characters from ***Despicable Me 3*** at Universal Studios Florida™ - the third installment in the animated franchise appearing in theaters June 30! Guests now have the opportunity to:

- **Meet Gru, his brother Dru, and several all-new minions**
- **Take photos at the "Minions Tattoo Parlor"**
- **Purchase *Despicable Me 3*-themed merchandise**
- **And more!**

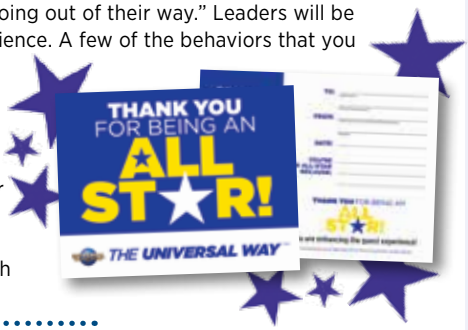
In the Spotlight

The Universal Way Summer Showdown is Now Underway!

The Universal Way Summer Showdown officially kicks off today (Monday, June 12) with teams competing each week through August 27! Teams are competing to see which areas can sustain or improve overall guest satisfaction levels, who delivers the most positive vs. negative guest interactions, and which teams will receive "MVP" awards based on GSAT comments.

In addition, throughout the challenge, individuals can be rewarded for "going out of their way." Leaders will be recognizing Team Members that enhance - not just maintain - the guest experience. A few of the behaviors that you can receive a **"Going Out of Your Way"** card for:

- Proactively asking questions and offering assistance,
- Personalizing conversations and recommendations with or to guests, or
- Balancing the guest with the job task at hand



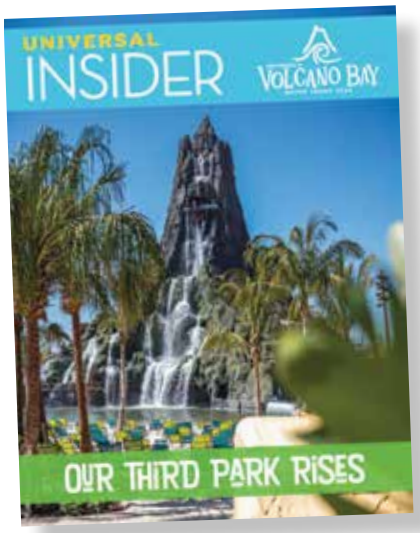
You can also receive a card for "Going Out of Your Way" for service to another Team Member! Plus, new this year, operational leaders can also be recognized for "being an all star." Talent Development and leadership representatives will be recognizing operational leaders for enhancing the guest experience through assisting Team Members and guests with **"All Star"** cards.

Weekly Prize Drawings Begin June 19 - Drop Off Your "Going Out of Your Way" or "All Star" Cards For Your Chance to Win

Team Members and Leadership who receive a **"Going Out Of Your Way"** or **"All Star"** card just need to drop completed cards in bins located at *The Universal Way* Summer Showdown headquarter locations:

Wardrobe ▪ CityWalk Admin ▪ B-114 ▪ Volcano Bay Team Member Grill (Wahi Kai)

Winners will be selected weekly to win BIG prizes including TVs, iPad Minis, and $100 gift cards! Plus, all entries will be eligible for a Grand Prize drawing at the end of the Summer Showdown to include gift cards, cruises, and trips to New York and Hollywood!



Special Edition of *Universal Insider* Celebrates Our Third Park

Pick Up Your Copy of *Universal Insider: Our Third Park Rises*

Universal Insider is a special publication, designed to offer Team Members an "inside look" at milestones in our company. The last edition, *Universal Insider: Our First 25 Years,* took Team Members on a historical journey commemorating our 25th anniversary. Now, we're excited to bring you a new edition, *Universal Insider: Our Third Park Rises,* in celebration of the opening of Volcano Bay. The 28-page publication provides a behind-the-scenes look at Volcano Bay, including the creative vision and story, construction, the guest and Team Member experience, and a deep-dive into the food, merchandise, and wardrobe of Volcano Bay.

"As soon as plans for Volcano Bay were announced, we knew that we wanted to commemorate the journey and celebrate the opening with a special edition of *Universal Insider*," says **Andy Warren**, Asst. Director, Internal Communications. "It's our way of welcoming everyone to the Waturi family and we're excited to share this keepsake publication with the entire team. We couldn't have put it together without the help of many teams across UO with special thanks to Photo Services, Publicity, Integrated Marketing Communications, Content Development, Talent Development, Wardrobe, and Revenue Operations, and many others for their contributions."

Pick Up Your Copy of *Universal Insider: Our Third Park Rises*

Tuesday, June 13

Gate 2 / 9:00am - 10:00am

Backlot Bistro/IOAsis /11:30am - 12:30pm

Wednesday, June 14

Team Member Services Room (B-111) (Third Shift Team Members) / Beginning at 7:00am

NOTE: **Volcano Bay Team Members will receive copies at the end of their shift beginning Monday.** *CityWalk Team Members can pick up a copy at the CityWalk Admin desk beginning Tuesday, June 13 at 8:30am (while supplies last). Exchange and Commodity Circle Team Members, please see your HR Representative beginning Tuesday, June 13 (while supplies last). Remaining copies will be available at Team Member Services in B-111 following distribution, while supplies last.*

MAKING UPDATES

Universal's Aventura Hotel™ Reveals New High-Tech Features

Exciting new details about Universal's Aventura Hotel have recently been announced! The resort will feature high-tech amenities including:

- An in-room tablet that controls room features like the TV, the temperature, and more
- A virtual reality game room
- A dive-in movie experience with an underwater speaker system at the hotel pool

Visit the Universal Orlando Resort YouTube channel or blog to view an immersive 360 Virtual Reality tour around the hotel, including the pool, a bedroom, and the destination's first-ever rooftop bar! Universal's Aventura Hotel is now available to book for stays beginning August 2018.

New Logo Introduced for Universal Studios Florida

Universal Orlando is set to debut a brand-new logo for Universal Studios Florida! The new logo reflects our ever-evolving brand and aligns with our master Universal brand. The new logo will be rolled out methodically over time.

During this time, you'll see both the new and legacy versions Universal Studio Florida's logo coexist as materials are updated and phased out. If you have any questions about the new logo, please see a member of your management team.

UNIVERSAL STUDIOS FLORIDA
NEW

UNIVERSAL STUDIOS FLORIDA
LEGACY

Making an Impact

A FITTING TRIBUTE

"Love is Universal" – Honoring the Memory of the Pulse Tragedy Victims

LOVE IS UNIVERSAL
A Special Event

The City of Orlando and Orange County Government, in collaboration with Pulse nightclub, have jointly designated today (Monday, June 12, 2017), as **"Orlando United Day – A Day of Love and Kindness."** This morning, in memory of the 49, including members of our own NBCUniversal family who we lost in the tragedy, Out and Unidos are inviting Team Members to Pantages - next to the Universal Couriers Window - in Universal Studios Florida for a special "Love is Universal" event from 8:30am to 9:00am.

Share the Universal United Spirit

Following the morning's event, Team Members are invited to remembrance stations between 11:30am and 1:30pm in B-110, Backlot Bistro, Break-Away Café, Guest Contact Center, and IOAsis. Team Members are encouraged to engage with Team Member Resource Group leadership, sign "Love is Universal" banners, and write letters of thanks, hope, reflection and encouragement to the First Responders, hospital staff members, volunteers and community organizations.

Team Members Share Love with Heart Photos

Team Members have been sharing their support with "heart photos." Be on the lookout for these powerful, heartfelt images throughout the week on digital screens across property.

Comcast NBCUniversal Recognizes Universal Orlando in Corporate Social Responsibility Report

Our parent company, Comcast NBCUniversal, has shared a special report of the heroism, love, and generosity that Team Members and the company demonstrated after the Pulse tragedy in their annual Corporate Social Responsibility Report. Visit UOTeam.com beginning today (Monday, June 12) to view this touching feature.

A Look Back: Out Kicks Off National Pride Month

Out, Universal Orlando's Lesbian, Gay, Bisexual, Transgender and Straight Allies Network, Steering Committee members joined in a national campaign to support NBCUniversal Pride Month activities. The group shared a unified message of "Love is Universal" to represent the theme park family of businesses across NBCU.

Additionally, to officially kick off Pride Month events at UO, many Team Members along with members of Out had the opportunity to attend a Lunch & Learn event on June 1 with guest speaker Patty Sheehan - City of Orlando Commisioner. Patty shared her personal story, career journey, insights on community leadership and the lessons learned about inclusion.

Upcoming Events from Diversity & Inclusion

Pride Month continues in June, along with a multitude of other opportunities to experience and celebrate our Diverse Universe. Check out these events in June:

UO Veterans Network - U.S. Army Birthday Celebration
Wednesday, June 14
Flag Raising - 8:30am-9:00am / B-110 Entrance
Cake Cutting Ceremony - 12:00pm-1:30pm / Backlot Bistro

Our Veterans Network is celebrating the U.S. Army's 242nd birthday and invites you to join in honoring this branch of the U.S. Military with a special flag raising ceremony and cake cutting! No registration required.

African American Network - Lessons Learned & Voices of Inclusion with Geraldine Thompson*
Monday, June 19 / 12:00pm - 1:00pm
Navigators Club (IOA)

Join us for a session with Former Florida state senator Geraldine Thompson to learn about history, legacy, and stories of inclusion. As part of the team that established the Wellsbuilt Museum during this Juneteenth time, we reflect on the significance of the African American community.

UO Women's Network - The Power Persona Trifecta: Signature Style*
Friday, June 23 / 12:00pm - 1:00pm
BMG VIP

This session marks the beginning of a 3-part series from UO's Women Network - The Power Persona Trifecta. Join us each month as female leaders facilitate informal discussions on presenting your best self in the workplace. The first session, Signature Style - a panel discussion on business casual trends that align with our company culture, examples, lessons learned, and a Q&A session.

Out - Leading a Journey of Inclusion & Equality*
Monday, June 15 / 8:45am-9:45am
Navigators Club (IOA)

Join us for a breakfast session with Craig Robinson, Executive VP, Chief Diversity Officer, NBCUniversal. As former President and General Manager of NBC4 LA and longtime leader of WCMH-TV with the NBC news division, Craig has led how our organization shapes, supports and elevates stories of inclusion. He is responsible for defining, enabling and fostering a corporate culture that values diversity of talent, ideas, values and backgrounds across all parts of the company. He leads teams with a specific focus areas such as: governance, supplier diversity, programming, community investment, accessibility and talent development.

Out - Enrichment Series: Pride Month*
Thursday, June 22 / 12:00pm - 1:00pm
B112, Room 4

Throughout the year we honor the vast diversity across the LGBT community. In June, we're excited to celebrate LGBT Pride Month with the Comcast NBCUniversal Enrichment Series. This live broadcast will highlight Comcast NBCUniversal's commitment to the LGBT community.

Diversity & Inclusion
UNIVERSAL ORLANDO RESORT

Registration is required. To sign up, visit **UOTeam.com/Diversity** and select 'Event Sign Up.'

Sign Language Service available upon request via registration system. Please note ASL Interpreters require two (2) weeks advance notice and are subject to availability.

Visit UOTeam.com/Diversity to learn more about Diverse Universe

Sound Advice

UNIVERSAL ORLANDO RESORT

getHealthy! CHOOSE HEALTH

Healthy Week June 12-16
Be Healthy. Eat Healthy.

'Healthy Week' JUNE 12-16:
Commit to Your Health!

In partnership with NBCUniversal, Universal Orlando is celebrating our commitment to our Team Members' health and wellness with Healthy Week, beginning today, June 12. All week long, Team Members are invited to health-centered events with a theme and focus each day.

EVENT CALENDAR

Monday, June 12: Work-Life Balance
Learn About Affordable Travel and Adventures

Wardrobe Hallway / 7:00am - Noon

Learn creative ways to afford travel and how to balance your work and life. From what to pack, defining your priorities and budget, and the best time to travel, we've got you covered. Stop by and prepare for your next adventure!

Tuesday, June 13 - Nutrition
Presentation - Healthy Meal Planning*

B112 (Room 1) / 11:00am - Noon

In this presentation, you will explore the value of meal planning, understand what a healthy meal looks like, identify ways to plan a healthy meal, and discuss strategies that can help you make healthy meals at home.

Nutrition & Health Info Booth

***Wardrobe Hallway* / 7:00am - 5:00pm**

Stop by this information booth for information and tips on 'My Plate,' portion control, healthy eating, and nutrition strategies and energy management.

Wednesday, June 14 - Back Safety & Sleep
Sunrise Yoga*

Music Plaza (USF) / 6:30am - 7:30am

Sync up with nature and disconnect with Sunrise Yoga. Team Members will have an opportunity to meditate and enjoy the tranquil settings of the park early in the morning. Think of it as the perfect respite from the hustle and bustle of daily life. New to yoga? Don't worry! All skill levels are welcome to enjoy our Sunrise Yoga. Team Members can relax and allow the instructor to guide them on a journey to find inner peace, spiritual insight and tranquility... all in about an hour!

Presentation - When Pain Impacts Your Life*

***B112 (Rm 3)* / 3:00pm - 4:00pm**

In this informative presentation you will develop a better understanding of pain, review the impact of living with pain, discuss strategies that can help you manage pain, and discuss the challenges of being a caregiver for someone with pain.

Info Booth

***Wardrobe Hallway* / 7:00am - 10:00am & 1:00pm - 4:00pm**

In this informative presentation you will develop a better understanding of pain, review the impact of living with pain, discuss strategies that can help you manage pain, and discuss the challenges of being a caregiver for someone with pain.

Thursday, June 15 - Fitness
Fitness Screenings

Wardrobe Hallway / 7:00am - 10:30am & 1:00pm - 4:00pm

Learn what type of exercise program is best for you and fitness biometrics like daily calories needed, body mass index, body, fat, weight, and more

Physical Activity Info Booth

Wardrobe Hallway / 7:00am - 10:00am & 1:00pm - 4:00pm

Visit for tips on cardio endurance, resistance training, types of physical activity, and exercise & health.

Friday, June 16 - Know Your Numbers
Blood Pressure Screenings

Wardrobe Hallway / 7:00am - 5:00pm

Registration is required for these events. Please visit UOTeam.com and select the 'Healthy Week' announcement on the homepage to sign up.

HOT JOB!

Line Production Cook

Starting Rate $10.50/hr Full-Time, Part-Time, Seasonal Positions Available

Line Production Cooks at Universal Orlando enrich our guests' visits by providing unforgettable dining experiences throughout a variety of themed restaurants, creating a wide range of cuisines to satisfy everyone's palate. Perks of this opportunity include:

Incredible growth and developmental opportunities ▪ Opportunity to learn culinary skills
Free meal voucher each shift

Our entry-level Line Production Cook position is a great way to start your culinary career. Second Cook positions are also available for qualified candidates with 1-2 years of related culinary experience. So... *what's your flavor?*

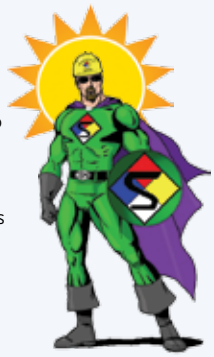
To be considered for this opportunity, interested Team Members must meet UO's Internal Transfer criteria (provided on UOTeam.com/YourCareer).

Are you ready to start cooking? Apply online today at UOTeam.com/YourCareer

UNIVERSAL ORLANDO Career Network

A HEALTHY TIP

Reminder: Stay Sun Safe



Summer has arrived and it's important to remember that the hot, summer sun is sometimes unforgiving if proper precautions are not followed. If you, a fellow Team Member, or a guest are experiencing any symptoms related to heat cramps (stress), heat exhaustion, or heat stroke, take action!

Protect Yourself with H.A.R.P.

Hydrate

Drink more fluids (non-alcoholic), regardless of your activity level. Drink two glasses of water prior to starting work and one glass of water every 20 minutes thereafter. Don't wait until you are thirsty to drink. Limit your intake of energy drinks (caffeine) and soda before and during your shift. These items speed up the dehydration process. Stick to water and occasional sports drinks like Gatorade. Also, avoid very cold drinks, because they can cause stomach cramps.

Acclimatize

Expose yourself to heat for short work periods followed by longer work periods. Adjust your work pace and expectations on how much work can be done during periods of high heat and humidity. Acclimatization usually takes a few days.

Rest

Take time to relax. If you are running around and being active on your break, you are not giving your body time to recover.

Protect

Take breaks in a cool spot. Wear sunscreen when out in the sun. Sunburn makes the job of heat tolerance that much more difficult.

Don't Forget the Safety Hotline

At Universal Orlando, the safety of our guests and fellow Team Members is the most important service we provide. Tocontinue to keep our resort safe, remember to call the Safety Hotline at 3-8311 from any non-pay phone on property and report any situation you see that could cause harm to a guest or Team Member.

Around Our Universe

JUST FOR U

Volcano Bay Shirt at U-Stop

Exclusive: Team Member Volcano Bay t-shirts are now on sale at U Stop! Ranging in size from Small to XXX-Large, the tees are priced at $12.95 (+tax). Visit U-Stop, located at the entrance of the Wardrobe Building, to get yours before they run out!

U-Shop Summer Event – Enjoy an Extra 70% Off!

The U-Shop, located in the center of the Wardrobe building, is hosting a summer event - all merchandise is being offered to Team Members at 70% off the lowest ticketed price! Check in frequently as new products are added each week (limited quantities available). Cash or credit card accepted - be sure to bring your UO ID.

U-Shop Summer Event
Tuesdays - Thursdays & Saturdays
10:00am - 7:00pm
Fridays
7:00am - 7:00pm
Sundays & Mondays
Closed

Applications for School Supply Assistance Now Available

You and/or your dependents may be eligible to receive school supplies (grades 12 or below). To be eligible, Team Members must have an active employment status for 90 days before applying, be either Regular or Casual in status (company-approved leaves of absence may still be eligible), and meet additional criteria outlined in the application.

Applications are available at Team Member Services beginning Saturday, July 3 and must be turned in by Friday, July 28. Every effort will be made to fill requests in their entirety, but the program is strictly dependent upon volunteer participation so no guarantees can be made.

Developing Leadership Talent (DLT) Program Graduates 19th Class

Talent Development's Developing Leadership Talent (DLT) Program continues to prepare Leads and Team Captains for potential leadership opportunities by providing them the knowledge and experience necessary for an exempt leadership role. The most recent class of graduates celebrated the completion of the program on May 23. During each week of the program, participating Team Members explored different leadership competencies through classroom sessions and structured on-the-job training at their own venues. Students completed projects that support the program's learning goals and met one-on-one with an assigned mentor regularly to discuss their progress. This round's graduating class comprised of 20 Team Members from the following divisions:

Attractions Operations • Investigations • Entrance Operations • Park Services • Merchandise Warehouse
Tech Services – Ride & Show, Horticulture, and Facilities • Merchandise
Shared Services – Food Equipment Technicians • Food & Beverage

Congratulations to the recent DLT graduates!

NEW Red Carpet Rate Reservation System

The "Red Carpet Rate" booking experience, which allows Team Members to reserve On-Site Hotel rooms at discounted prices (based on availability), has a completely new look and feel with convenient new features to make booking easier!

Elyssa Martinez from Resort Sales & Marketing provided us an firsthand glimpse at the cool new features that Team Members can expect when booking a Red Carpet Rate:

- A new shopping cart feature which allows guests to add multiple reservations with various dates, at multiple hotels. This means I can have a stay for August at Universal's Cabana Bay Beach Resort and a stay for November at Loews Portofino Bay Hotel, plus a stay at Hard Rock Hotel for next February - all in one place. And there's more! You can also view rooms and rates that are available the way you want to - with either a grid, list, or price view – YOU decide.
- More pictures, improved organization of room/rate descriptions, oh my!
- "Save for later" functionality – If you're not 100% sure this is the exact date you're coming or if your best friend is going to join you – save those details for later or at least until you've heard back from your friend. This lets you save all of your reservation information (date, hotel, room type, number of people, etc.). You'll receive an email with a link to the reservation you saved and are able to go back to it once you're ready. Now, this doesn't mean the room(s) will be available at that exact price but it saves you time from having to search and go through the booking process all over again.
- Have a special request? Great, you can now check the applicable request while you book. Are you wanting to stay on a high floor? Check the box. Do you need a crib in the room? Check the box. Do you need a handicap accessible room? Simply check the box!
- Mobile friendly! #winning – This is a responsive booking engine. We no longer have to manage a mobile version and the desktop version. We apply a change and it is done across all channels.

The team continues to explore new ways to make the Team Member booking experience seamless. Stay tuned for more updates in the future!

Red Carpet Rate Eligibility Guidelines

As a reminder, please keep the following Red Carpet Rate eligibility guidelines when booking your stay:

1. Team Mumber must be Regular (full-time) or Casual (part-time) to take advantage of these special rates. This program is not available to Seasonal Team Members or third party team members.
2. Team Mumber must have 90 days of employment at Universal Orlando™ and be actively employed at the time of check in.
3. Team Mumber must present a valid Universal Orlando™ Team Member ID and an Employment Verification Document at check-in.
4. Team Mumber must be the registered guest and stay at the hotel for the length of the reservation.

Visit UOTeam.com/redcarpet to access your newly renovated Red Carpet Rate booking engine!

Perks & Play

UOTMS PRESENTS
CINEMATIC SUMMER
UNIVERSAL ORLANDO RESORT

"A Cinematic Summer" kicks off June 21 with movie fun all summer long. Here's what to expect:

Movie-Themed Events & Exclusive Opportunities to "Ride the Movies"
Don't miss the action-packed lineup of events across the resort - each with a unique movie genre theme. Plus, avoid the lines and enjoy Team Member-only ride opportunities!

A Cinematic Summer Party Patrol
Be on the lookout all summer for a special Cinematic Summer Party Patrol - coming to a location near you with some of your favorite characters and fun giveaways!

Your Ticket To Fun - Collect Stamps at Events for a Chance to Win Big!
Be sure to pick up your Cinematic Summer movie ticket at any event, then collect stamps at events, UOTMS activities, Part Patrol appearances and more this summer.

UOTM Favorites - Cast Your Vote Today!
Beginning today, we want to know your favorites - from attractions to restaurants and more, tell us what you love at UO! Voting opens Wednesday, June 21 at **UOTeam.com/perksandplay.** Voting will stay open all summer long, with a big reveal of the winners at Awards Night - because no cinematic season would be complete without an award show - stay tuned for details!

NOW SHOWING

Don't miss the action-packed lineup of events across the resort - each with a unique movie genre theme. Plus, avoid the lines and enjoy Team Member-only ride opportunities!

A Cinematic Summer Kickoff / Wednesday, June 21
Be on the lookout for UOTMS and friends throughout the day, as they kickoff A Cinematic Summer in the most romantic way.

Ride the Movies: Revenge of the Mummy™
Monday, June 26 / 7:00am-8:00am
Experience Revenge of the Mummy™ before park hours as the Cinematic Summer events continue!

A Cinematic Summer Event: Adventure
Thursday, July 6 / 3:00pm – 4:30pm / Soundstage 33
Join UOTMS and dive into the depths of our next great adventure! Come relax, venture into the jungle, and grab some grub!

Ride the Movies: Skull Island: Reign of Kong™
Friday, July 7 / 11:00pm - 12:00am
Our cinematic adventure continues with your chance to ride Skull Island: Reign of Kong™ after park hours.

Activity: Sleuths Mystery Dinner Show
Thursday, July 20 / 6:00pm
Cost: $35/person - 1 guest welcome
Join us for a comedy mystery show where you become the detective and solve the crime! The cost includes dinner, beverages, and a comedy mystery show. Registration and payment required in advance. Sign up in the Team Member Services Room in B-111.

Sports Champs Named!

Basketball League

Congratulations to **The Bay Ballers** from Volcano Bay for winning the 2017 Universal Orlando Basketball League Championship led by captains **Denzel Brown** and **Sam Jozenville**, as well as our runner-up team, Attractions, led by captains James Ugarte and David Klarl.

Monday Softball League

Congratulations to **STP Dream Team** for winning the 2017 Universal Orlando Monday Softball League Championship led by captains **Benny Barker** and **Kelly Slaton**, as well as our runner-up team Attractionators, led by captains Ryan Hughes and Chris Scarlata.

Wednesday Softball League

Congratulations to **A-Team** for winning the 2017 Universal Orlando *Wednesday* Softball League Championship led by captains Chad Valle and Dustin Grzegorzewski, as well as our runner-up team Revolution, led by captains Jeffrey Giammalvo and Brittany Battle.

Congratulations!

QUICK CUTS

Share Your Celebrations

- Congratulations to **Callista Riviello** and **Casey Semmons** from Food & Beverage on their recent engagement.
- Congratulations to **Ada Diaz** from Wardrobe and her husband Luis on the birth of their son Asiel D. Rosario on March 27.
- Congratulations to **Jonathan Pelham** from Food & Beverage and his fiancé Allison on the birth of their daughter, Emily C. Pelham, on May 9.
- Congratulations to **Fred Fox** from Technical Services and his wife Victoria - the couple wed June 8.
- Congratulations to **Lindsey Neal** from Marketing & Sales and her husband David - the couple wed June 11.
- Congratulations to **Robert Teyssier** from Park Services and his wife Karlen - the couple celebrate their 25th wedding anniversary on June 13.
- Congratulations to **Nikki and Dano Needhammer** from Food & Beverage - the couple celebrate their 1st wedding anniversary on June 16.
- Congratulations to **Vanessa Solon** from Universal Creative and her husband Eddy - the couple celebrate their 11th wedding anniversary on July 7.

Are you celebrating a recent anniversary, wedding, birth, or adoption? Tell us about it and we'll feature it in an upcoming issue of ***UO News!*** Simply visit **UOTeam.com/celebrations** and fill out the easy-to-use form with your information.

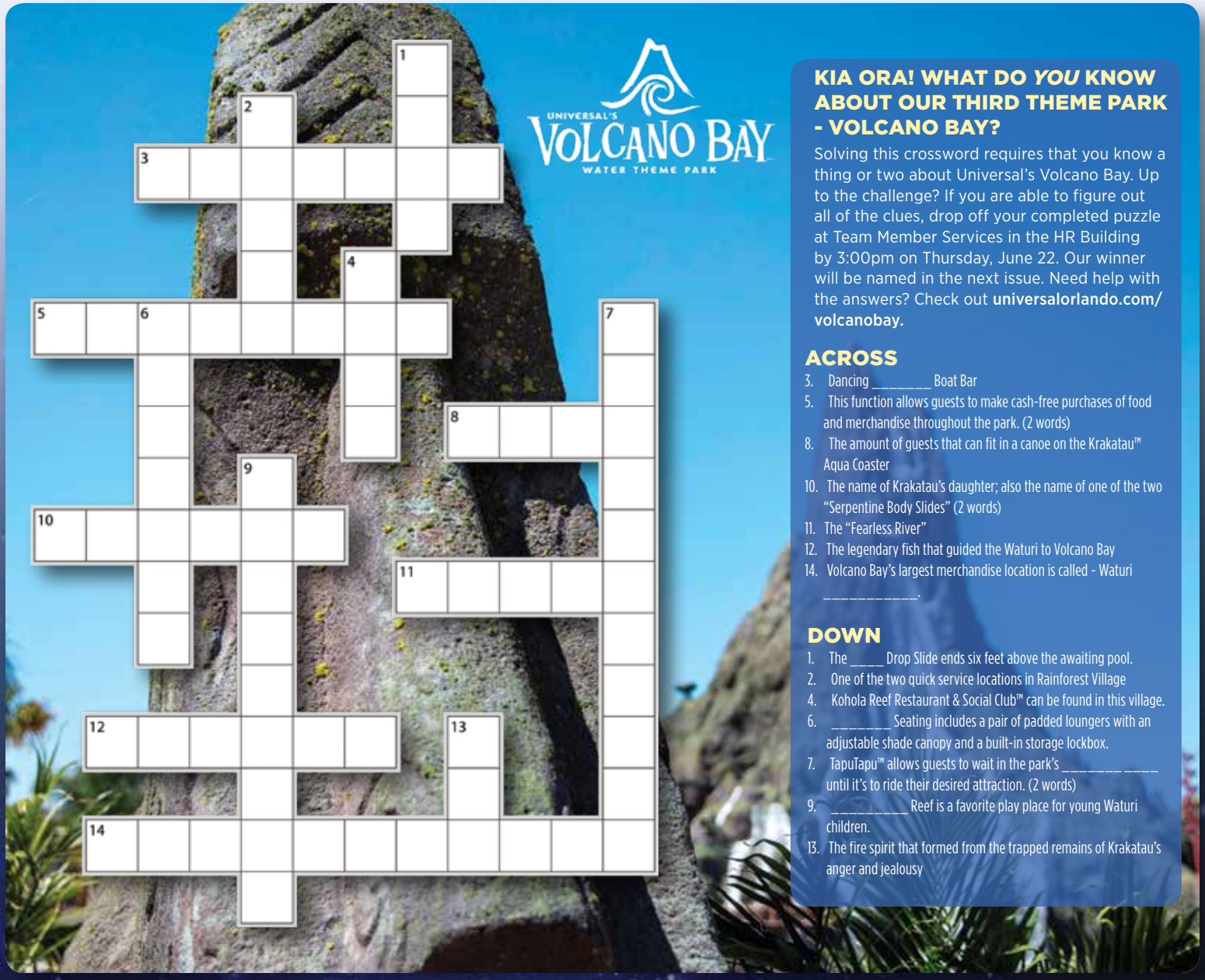
A Clarification:

In the Milestones section of our previous issue, we did not properly identify **Billy Bob Irvin,** who celebrated 25 years with the company in May. Congratulations to Billy Bob on his anniversary!

Celebrate Your Birthday with a Complimentary Meal!

Who doesn't appreciate a birthday celebration? All UO Team Members are invited to either the Backlot Bistro, IOAsis Grill, or Break-Away Café during the month of their birthday to enjoy a meal courtesy of UO (up to $5 in value). Just show your ID at the register and explain that you're claiming a birthday meal!

And There's More!



KIA ORA! WHAT DO *YOU* KNOW ABOUT OUR THIRD THEME PARK - VOLCANO BAY?

Solving this crossword requires that you know a thing or two about Universal's Volcano Bay. Up to the challenge? If you are able to figure out all of the clues, drop off your completed puzzle at Team Member Services in the HR Building by 3:00pm on Thursday, June 22. Our winner will be named in the next issue. Need help with the answers? Check out **universalorlando.com/volcanobay.**

ACROSS

3. Dancing _____ Boat Bar
5. This function allows guests to make cash-free purchases of food and merchandise throughout the park. (2 words)
8. The amount of guests that can fit in a canoe on the Krakatau™ Aqua Coaster
10. The name of Krakatau's daughter; also the name of one of the two "Serpentine Body Slides" (2 words)
11. The "Fearless River"
12. The legendary fish that guided the Waturi to Volcano Bay
14. Volcano Bay's largest merchandise location is called - Waturi _____.

DOWN

1. The ____ Drop Slide ends six feet above the awaiting pool.
2. One of the two quick service locations in Rainforest Village
4. Kohola Reef Restaurant & Social Club™ can be found in this village.
6. _____ Seating includes a pair of padded loungers with an adjustable shade canopy and a built-in storage lockbox.
7. TapuTapu™ allows guests to wait in the park's _____ ____ until it's to ride their desired attraction. (2 words)
9. _____ Reef is a favorite play place for young Waturi children.
13. The fire spirit that formed from the trapped remains of Krakatau's anger and jealousy

ONE STOP: GRILL MENUS / PARK OPERATING HOURS / IMPORTANT NUMBERS

To help ensure accurate and timely information, you'll find these resources on UOTeam.com. They can be accessed from anywhere there's an Internet connection, anytime.

- **Grill Menus** – See what's cooking at our major grills, published on a weekly basis
- **Park Operating Hours** – Link directly to our park hours listed on **universalorlando.com**
- **Important Numbers & Hours** – Find out contact information and operating hours for common Team Member services and resources

You'll find this information and more under the **'References'** on the homepage of **UOTeam.com.**

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